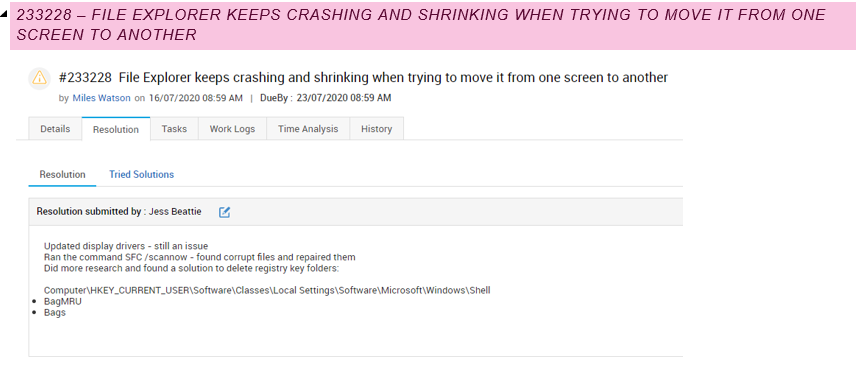
**Notes for Performance Review meetings**

# 5 August 2020

* Future goal – System’s Administrator
* Jordan Mckay – removing license for CodeMeter – couldn’t figure out how to remove old license as the remove license option was greyed out. Googled how to remove it - success by removing from registry and license file on computer.
* SOS lab label printer setup – figured it out by myself – first driver downloaded didn’t work – search for another one and found a different Toshiba website – driver worked – was able to setup the printer
* Have allocated times for catching up on tickets
* Nadine Grady – not understanding what she was waffling on about and tried to tell her to email us with some photos of Ethan’s NAXT so we can see the difference – it was frustrating. Then she called back within 2 minutes which Jack got and she tried to argue with him
* Setting up phones and sending them out – organising them into cities
* Sue has been helpful – showing me how to do things in NAXT when I get stuck



# September

Job at Allterra – was an awesome experience – working with Ciaran – work relationship stronger

Stressful week last week – Divneil did some of my tickets and put notes on some

Sending out all phones – trying to get them back – some people have said they have returned theirs but I personally haven’t seen them.

Amanda toms laptop issues – office and citrix – registry key worked for outlook to license

Dean blackler coming to me direct and calling me direct

Sonya getting my help

Outlook needs password – add registry key

Learning MDM

Bartender issue solved with Tim

# November 2020

Emailing Scott White to clear the air about switching around laptops – cleared the air

David Baillie – installing CAT software – Ciaran helped – have taken notes on it in case it ever happens again

# December 2020

**What went well**:

* Jack moved – not so distracting

**What didn’t go well:**

* didn’t get to do much pluralsight – only about 30mins - couldn’t seem to fit it in or forgot about it by being too busy

**Challenges for next month**:

* adjusting to Zendesk and how it works – hard to tell when someone has replied to a ticket as it doesn’t make the tile bold like Manage engine did.
* Do pluralsight course

# January 2021

Sorting out BI servers in oncall week – getting help from Kunal, Matt, CCL, David

Wendy Whitelaw happy with my work

Been feeling quite stressed the past couple of weeks with the work – laptops to set up –

Been going to gym last 4 weeks – signed up with a personal trainer to keep me on track and to help with nutrition etc

2 hour of pluralsight in Portacom was good

# February 2021

# March 2021

What went well

* Finding a network switch to be able to do multiple laptop builds at Jack’s old desk. Was able to smash out a few on a Friday that was super quiet and continued the following Monday
* Creating tags and views for “waiting for assistance”, “with internal support” etc so that I can easily filter out my tickets and have a clearer view of where I am at with each ticket seeing as we cant add more “ticket statuses”

What didn’t go well

??

Next month

??

# April 2021

Making up worktime from having appointments – spreadsheet to keep track of time lost and made up

Catching up on work and getting down to about 60 tickets – finally on top of my work.

Views are working out quite nicely. Used to have between 40-50 NAXT tickets. Now down to 17

Have been able to do some pluralsight in between calls now that I am on top of all my work and just either waiting for replies or waiting for further help or can’t do anything with a ticket as there is work being done in-house (eg. SOD role related stuff)

7.30am start isn’t quite working out

# May 2021

Started using Microsoft To Do app on Windows to help organise my tasks as well as writing in diary

Struggled with having Ciaran and steph away on training

Friday’s are my catchup day where I go through all my old tickets and pending tickets to see who hasn’t replied to me yet and give any updates needed to people

# June 2021

Stressed to the max last week (24-30th May) hit rock bottom

Helped having Blair get my tickets down

People walking in when their issues arent urgent – should only be if it is urgent? Stop/minimise traffic?

Feeling calmer this week but still feel a bit on edge like anything could potentially flip me over the edge again

Set up 2 automations for task reminder emails

Write up Zendesk guides from all my helpful notes – will be a big task

# July 2021

Grandma passing

Somehow was able to get tickets down quite low – 30

Got rid of laptop builds

# August 2021

Health – emergency contacts etc… iphone shortcut to medical ID

No more physio

Certifications interested in getting

# September 2021

Covid lockdown – been so busy that only did a little bit of study. Now that we have quietened down I could probably do more

Getting good feedback from people

# 13th October 2021

Maybe have half a day each week for study???? Or 2-3 hours each Friday afternoon (eg. 1pm-4pm)

Created another macro to use – “awaiting customer response” – seems to help get replies from people, sometimes still no reply so then I use the “customer not responding” macro which tells them the ticket will close in 4 days if still no response

Getting great feedback from people – eg. Julie

Don’t feel like I am progressing as fast or as much as I’d like

Have done a bit of study (pluralsight) in own time – haven’t got as far as I hoped.

Want to learn more naxt so I can better help with issues

Want to be able to know so much so that I can easily close tickets better

Creating docs for David W to send to Anne-Marie for Fetch – how to book and view transport meeting rooms

Continuing to create docs for users to help themselves – usage data for SQL error

Worked with Tim R for calculator issues with Tim D and Helen

Adobe fill and sign – Ciaran discovered the app and I created the doc on how to use it

Figured out how to remove profile photo on o365 for Julie when she put on Grant’s photo by accident – used a powershell script

Did my first price upload

# November 2021

**14-24 October**

* Family drama, felt exhausted, lack of sleep due to stress
* Still getting good feedback
* Advert has gone live for new Service Desk Analyst
* MFA change regarding being able to reset own password – caused a few issues – including external vendors (Biztup etc) had to change their access – run adaxes script for external vendor setup -all is working now
* Having lunch and MT in lunch room
* A load of laptops, phones, and new user forms to action before having to go on annual leave
* Thoughts about creating a standard account for testing purposes that doesn’t have admin rights
* Figured out how to fix when the segmentId drops off on a service call via the AOT table

**25-31 October**

# December 2021

**1-7th November**

* Working on creating a Starter pack folder for new employees with docs etc
* Meant to have this week off but have postponed until Feb

Graphical user interface, text, application

Description automatically generated

**15-21 November**

* Helping Femi get trained up
* Felt exhausted so took a day off to reset
* Still continuing to create and send documents for users to help themselves and have had good feedback from it (eg. Pete Shaw)

Graphical user interface, text, application, email

Description automatically generated

**22-28 November**

* Helping Femi a lot and putting notes on her tickets on how to do things and what to say in her replies to people rather than doing it myself – physically showing her how to do things also. Amending notes in my reference guide when I notice they are slightly old.
* Figured out the answer to one of Femi’s tickets – Robin Farmer and Michaela Reynolds couldn’t put their own names in as a sales taker – they were putting in Cassie Baxter (which they shouldn’t have but they didn’t know what else to do) so compared Cassie’s worker with Robin’s first and noticed Cassie had her T210 id on it and Robin didn’t have hers so thought I would try add it in then got Femi to reply to Robin to have another go and it worked. So showed Femi how to add Michaela’s T210 id to her worker then suggested what to say when closing the ticket.
* Week was super quiet with the phone calls so was able to catch up on a lot of work and old tickets. Even managed to potentially solve for good Martyn Shirtliff’s long lasting issue with not being able to approve expenses properly – getting the “no user found” error when he does go to approve an expense. – his naxt was setup with the completely wrong employee ID. Confirmed with Halley and Martyn as to what his ID is so created a new worker profile and relinked it to his user. So far so good.
* Kristen’s laptop proved to be a difficult case

**29 November-1 December**

* Kristen’s laptop will be getting repaired by Dell
* Figuring things out by myself – eg. Bank recon – Ciaran had a solution, but it turned out to be slightly different as this particular issue didn’t actually have a deposit slip like stated in Ciaran’s solution but managed to figure out how to fix this one and have added the screenshots to the solution.
* Still helping Femi with phone calls and tickets – getting along with her really well 😊
* Getting ticket queue down to in the 60’s as it has been really quiet
* People loving my documents on how to fix things themselves
* Turns out Martyn Shirtliff’s expense issue isn’t solved – have made another change to his naxt profile – noticed I had forgotten to change the worker assignment on his position to the new worker I created him – have emailed him to let me know how he gets on with approving expenses now. Fingers crossed it is solved this time as I am running out of ideas on how to fix it.
* Have put my studies onhold until over the Christmas break so that I can focus on getting tickets down and laptops sent out before then.

# January/Feb 2022

* Figured out Katrina’s excel file read-only issue (atlas add-in wasn’t installed)
* Assigning tasks to Femi to keep her busy so she isn’t “bored” or when she runs out of things to do.
* Trying to get my workload down before the Christmas break but also helping Femi a lot.
* Sue trained me on how to do T&A for workers in Naxt for times that she is away. She created a doc on how to do this and passed it onto me then I uploaded it to Zendesk for the rest of the team to see.
* Smashed out laptop builds so that I could get them sent out ready for the new starters 10th Jan
* 21st December was a stressful day – trying to help Femi, get workload down so that I don’t have to do much over the break, and I can focus on studying instead, Sonia and Katrina having mouse/keyboard/laptop issue – stopped working, did bios updated on both laptops, if it’s not one issue its another and they kept coming in asking me for help which I don’t mind helping but it was constant.
* Closed an old ticket with the help of Cody – Raewyn’s Unified fleet issue
* Did a whole heap of T&A while Sue was away – got the hang of it now and able to do it if we aren’t too busy otherwise we can pass it over back to Sue
* Sue away but Maureen managed to figure out how to fix an issue that normally Sue would look into – one of my tickets.
* Have got a goal diary from Whitcoulls – have written some goals in it for this year – including study
* Did a bit of study over the break
* Sick all week 10th-16th Jan – worked from home – call from hospital to say I have low white blood cell count and to get a repeat blood test – also had covid test which came back negative.
* Monday 17th and Tues 18th just Femi and I (Blair on first aid course and Ciaran on a training course) – having the door closed helped. Tuesday was a bit busier than Monday, so many emails/tickets.
* Amended our working from home document and got David to get Anne-Marie to send out comms about it.
* Having double the tickets compared to Femi and Ciaran – struggling to get them down and keep up as well as help Femi at the same time, so many laptops to build too.
* Trying to finish writing up a huge document on how to transfer data between different types of phones for when people change phones, i.e. iPhone to Samsung or Samsung to Samsung.
* Have started a “working from home” rotating roster with the team. Working from home has its benefits such as no distractions so can catch up on work and focus more, however it is hard being away from the team physically.

# March 2022

* Finished the transfer data for mobile phones document so we can send it to people when they want/need to get their stuff moved over to a new phone.
* Went on holiday for 2 weeks (delayed Christmas break) – got taken out of ticket queue to try get ticket count down before going on holiday.
* Working from home roster is working out alright – able to do some catch up when at home due to no other distractions.
* Covid cases spreading super-fast now with Omicron
* Workload seems to be a bit quieter now that we have a full team.
* Have moved over to Teams calling which makes things easier too work from home

# April 2022

* Got unwell with Kidney issues for a couple of weeks which slowed me down and I had a couple of days off sick also – workload increased and couldn’t keep up – got taken out of ticket queue for a few days to catch my breath – was able to get tickets down to under 30 again.
* Back on top of things now – feeling like myself again

# May 2022

* Figured out Doug Budge’s excel – had a setting turned on
* Figured Laura’s PO emails – mail email address was wrong. Need to be set as [laurav@GoughGroupLTD.mail.onmicrosoft.com](mailto:laurav@GoughGroupLTD.mail.onmicrosoft.com)
* Been studying and playing with PowerShell, writing scripts – have written one for checking uptime, shared mailboxes a user has access to etc – however, some scripts I cannot run because I cannot open powershell as administrator.
* Create own repository for docs
* Found a new way of managing emails – keeping emails unread until I select it to be read – they don’t auto change to “read” on selection
* Phil Ingram’s BuilderG3
* Received a ticket from Des about an email group that Femi set up isn’t working – bounce back emails. So I assigned the ticket to her to fix up because the group had been put in the “user” OU instead of the “distribution group” OU. She also tried to assign a Bartender ticket to me just because I know a bit about Bartender. It was only to do with the printer so she ended up going over to the warehouse herself to try fix it.
* Femi’s laziness
* Created a vm at home – set up AD – trying to get laptops connected to it but trying to get the vm network routed in order for the laptops to connect to AD
* A couple of times have politely shutdown Femi because I could be in deep focus on work or on a task and she will interrupt me so I just say that I am a bit busy at the mo
* Femi seems to occupied in her testing sharepoint thing than trying to solve tickets or asking for help
* Project: Go through all the old laptops and find working ones and put all the rest into cupboard or a box???
* Femi forgot to do Jason Kessacks laptop that was given to her by Tony Simpson last week. He has started today

# June 2022

* Fixed Anthony’s computer – got him connected to the GGH VPN – updated Trend, Activated his windows
* Femi not sending out new employee equipment before they start – or forgetting to then leaving it up to us (stephanie ranger started 25/05, laptop box had a courier label but didn’t get put out onto the table, I found a note on my desk the morning of 25/05 asking to put it out on courier table because she had forgotten to) – I messaged her to say that she needs to remember to send equipment before the employee starts so they have all their gear on their first day. This has happened a couple of times now
* Was great when it was just me, Ciaran and Matt in the office. Was quiet and productive
* Have got Auldhouse meeting on 21 June
* Having to fix up a lot of things that either Femi misses or just blatantly ignores
  + (Ciaran had to fix a laptop because the serial number had a dot at the end because femi saw it “already existed” and didn’t bother to ask someone about it p0lus the laptop had a lot of issues so he rebuilt it.)
  + New employees – not remembering to do inservice
  + Setting them up with wrong fin dims when the requester of new user form has put a note on about it <https://itsdterracat.zendesk.com/agent/tickets/336428>

# July 2022

Got good feedback from Sue on how I handled Amar when trying to help her with transferring segment transactions – wrote her a document but then she kept coming back with silly questions when the answers were right in the document. Sue said I was professional and did well with my responses

Cody helped me fix Raewyn’s issue with Unified fleet

Had meeting with Gerard from Auldhouse. He guided me on what courses to start with leading towards my career. Turns out I was already on the right track as I have already done one of the courses he mentioned but I haven’t done the exam yet and he also mentioned in doing the Azure 900 which I have already started studying